GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1573
ANSWERED ON:03.08.2005
INSTRUCTIONS BY TRAI
Patel Shri Kishanbhai Vestabhai;Singh Shri Sugrib

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the TRAI has issued fresh instructions to Mobile and Basic telephone service providers regarding the protection of rights of consumers;

(b) if so, the details thereof; and

(c) the steps taken to check the problems being faced by the customers of basic and mobile telephones?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) & (c): TRAI has during last three months issued following directions to cellular mobile and basic service providers regarding protection of rights of consumers:

1. Refund of security deposit - dated 8th July, 2005. 2. Information to customer about complete detail of the tariff plan - dated 29th June, 2005. 3. Credit limit for post paid subscribers - dated 27th June, 2005. 4. Premium Rate Services - dated 3rd May, 2005. 5. Value Added Services - dated 3rd May, 2005. 6. Publication/advertisement of tariffs for consumer information - dated 2nd May, 2005.

In addition, TRAI after discussions with the service providers and consumers organizations had notified the Common Charter of Telecom Services, 2005 on 24th February, 2005. The above directions from S. No. 1 to 6 and Common Charter of Telecom Services, 2005 are available on TRAi website www.trai.gov.in.